



State of Montana
Office of the State Public Defender

2012 Agency Biennial IT Report
Fiscal Year 2011-2012

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EXECUTIVE SUMMARY

The Office of the State Public Defender (OPD) has delayed or cancelled the majority of the objectives and initiatives in our Agency's IT Plan due to a lack of funding and resources. Our main accomplishment has been improvement of our case management system. Data integrity and accuracy has been improved which has allowed management to make more informed operational decisions. We have also improved the usability of the system for OPD staff to help them perform their duties more efficiently.

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				
Delayed	2		1	1
Cancelled	2	1	1	
Remain on-going by design				

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Goal Number 1:

IT Goal 1 Improve our existing Information Technology network and application topology in order to better answer the question “How can IT serve our mission?”

Description: Our goal is to provide the highest quality technology-based services in the most cost-effective manner, and to facilitate OPD’s mission through IT support of training, management and reporting. Most importantly, applied technology should support outstanding legal services to our client base.

Benefits: Better use of technology reflects increased cost effectiveness by streamlining and automating business processes. Additionally, we look for increasing productivity, enabling our staff to focus on the mission of our agency, representation of the indigent.

strategic goal(s) and/or objectives(s) addressed Goal 1, Objectives 1-1, 1-2, 1-3, 1-4, 1-6 and Goal 2, Objectives 2-1, 2-2, 2-4, 2-6

Supporting Objective/Action

Objective 1-1 Enhanced Desktop Management

Accomplishments: OPD purchased the Zenworks software after consulting with ITSD and obtained training on the use of the software with the understanding that SITSD would support the product. During the initial deployment/configuration of Zenworks, SITSD discontinued support for the software. After meeting with ITSD and due to OPD’s limited resources and expertise on the software, OPD cancelled the project.

Status: Cancelled

Supporting Objective/Action

Objective 1-2 Implement Enhanced Security

Accomplishments: OPD began working with the CIO Programs Office on developing an Information Security Program. We continue to work with the CIO Programs Office on the development of the program.

Status: This objective has been delayed due to limited resources and is on-going

Supporting Objective/Action

Objective 1-3 Increased Centralization with ITSD and Repurposing of Existing Servers

Accomplishments: OPD piloted this objective in one office which worked perfectly but determined that due to slow WAN connections in other offices, it was not feasible to deploy this project statewide

Status: Completed for one office but not deployed for the rest of the system

Goal Number 2:

IT Goal 2 Utilize our existing technology to better improve business operations of the Office of the State Public Defender.

Description: This goal is to use technological tools in OPD to improve business operations and better meet the legal requirements for indigent defense.

Benefits: This goal provides automated tools to the staff of OPD that will improve the quality or timeliness of information resources (briefs, video and reports) that are necessary to accomplish the mission of the agency in a cost effective and timely manner.

strategic goal(s) and/or objectives(s) addressed: Goal 1, Objectives 1-1, 1-2, 1-3, 1-4, 1-6 and Goal 2, Objectives 2-1, 2-2, 2-4

Supporting Objective/Action

Objective 2-1 Train on Office Productivity Software

Accomplishments: This objective was transferred to the OPD Training Coordinator and IT is no longer involved.

Status: Transferred to the agency's Training Coordinator

Supporting Objective/Action

Objective 2-2 Implement Expanded Video and Web-Based Conferencing

Accomplishments: OPD has added 3 additional SummitNet Video sites in Billings, Glendive, and Miles City. We have also budgeted with SITSD for Lync service for all of our users for web based conferencing. Lync deployment will begin in FY14.

Status: Substantially completed

Supporting Objective/Action

Objective 2-3 Continued Development of the Brief Bank

Accomplishments: This objective was transferred to the OPD Training Coordinator.

Status: Transferred to the agency's Training Coordinator

Supporting Objective/Action

Objective 2-4 Enhance JustWare Case Management Reporting to Support and Improve Operations

Accomplishments: OPD has made substantial progress on the objective. Data integrity and accuracy has been improved and many management reports have been developed to improve operations.

Status: Completed and on-going

Goal Number 3:

IT Goal 3 Using Technology to Improve OPD Records Management Activities

Description: This goal is to use technological tools in OPD to improve the management of electronic records so that the business requirements of OPD can be met in a cost-effective, efficient manner.

Benefits: Improved access to records, ability to efficiently manage large quantities of information and reduced staff time in retrieving information.

strategic goal(s) and/or objectives(s) addressed: This goal maintains and improves state governmental services and provides IT services in a cost-effective and efficient manner to OPD which is an essential element of the State IT Strategic Plan.

Supporting Objective/Action

Objective 3-1 Imaging

Accomplishments: OPD has deployed several desktop scanners to staff to more efficiently store documents electronically. Our case management system is configured to allow staff to store electronic documents.

Status: Substantially Complete

Supporting Objective/Action

Objective 3-2 Improve Records Management Capabilities of OPD

Accomplishments: OPD has developed file retention guidelines that apply to both paper and electronic documents. Implementation of these guidelines as it relates to electronic documents is delayed due to technical limitations and a lack of resources.

Status: Partially Complete

Goal Number 4:

IT Goal 4 Develop and Implement OPD Disaster Recovery Plan

Description: This goal is to position OPD to recover from any catastrophic loss of computing services and to ensure that OPD's computing infrastructure is available to its employees on a continuous basis.

Benefits: Continued operation of a critical state service and continued productivity of OPD staff.

strategic goal(s) and/or objectives(s) addressed: This goal supports the State IT Strategic Plan by ensuring continued operation of government.

Supporting Objective/Action

Objective 4-1 Develop and Implement OPD Disaster Recovery Plan

Accomplishments: OPD is part of the State's Continuity of Operations project and has developed continuity plans. However, due to limited resources, continuity of IT services has not been addressed.

Status: Partially Complete

SECTION 2: IT INITIATIVES STATUS UPDATES

Initiative 1 ZENworks

Description: A large challenge for OPD has been distributing software updates and new software within a geographically dispersed agency. OPD seeks solutions for remote management, software inventory, software delivery, imaging and policy enforcement. OPD proposes that ZENworks provides our solution. Additionally, ZENworks provides an accurate inventory of all the hardware and software assets in OPD.

This initiative will require the purchase and licensing for ZENworks, at a cost of approximately \$15,000-\$20,000. In addition, OPD looks to repurpose existing servers to utilize ZENworks. OPD anticipates the need to replace the repurposed servers with approximately three new servers. The balance of our needs will be centralized with ITSD. ITSD will provide support for both the ZENworks applications and the repurposing of servers.

EPP Number:

Status: Cancelled due to SITSD discontinuing support of the ZENworks product

Funding: Funded

Initiative 2 Justice Broker Purchase and Implementation

Description: Currently OPD uses two applications to track different aspects of client cases. The core application is JustWare, which is deployed on an MS-SQL database. The second application is PeopleSoft Financials which leverages an Oracle database. The JustWare application hosts most of the information pertaining to a case with the exception of costs associated with contracted services. These contracted services include contract attorney fees, transcripts, mental evaluations, investigative services, etc. In order to capture the true cost of a case OPD requires a method of transferring financial information from the PeopleSoft database to the JustWare database on a scheduled basis. In addition to moving data from the PeopleSoft database, OPD has been mandated under SB 263 to track financial judgments clients must pay as part of their sentencing. The JustWare system is set up to track payments within the Judgment and Sentencing modules. However, the information must eventually reside within the PeopleSoft Financial application. The solution that OPD is proposing is Justice Broker. The same Justice Broker application can be leveraged to upload the information back to the PeopleSoft application. New Dawn Technologies will assist OPD in developing the data exchange from PeopleSoft to JustWare; additionally, they will provide training, software licensing, upgrades and support. The proposed cost of the project is roughly \$35,000.

The advantage to using Justice Broker is that both JustWare and PeopleSoft use API (Application Program Interfaces) which allows interaction with other software. Justice Broker provides a platform for eventual data sharing and collaboration with other agencies statewide. The interval between data transfers can be set up to happen on a predefined schedule (once an hour, once a day etc.), to insure that the data is up to date and available for accurate reporting.

EPP Number:

Status: delayed for further review and definition.

Funding: Not Funded

Initiative 3 Microsoft Office SharePoint Server (MOSS)

Description: Deploy a solution agency-wide to facilitate collaboration between agency resources, and, with development, provide the framework that will enable contract attorneys to access JustWare case management data. Document collaboration can be used in conjunction with workflow to streamline business processes and resolve existing file lock issues. ITSD is currently in the testing phase of a MOSS deployment. Additionally, MOSS will provide another medium for accessing files remotely, allowing the entire agency to utilize document collaboration features regardless of geographical location.

EPP Number:

Status: Delayed due to lack of agency's resources

Funding: Partially Funded

Initiative 4 IJIS Broker Project: Participation of OPD in the IJIS Broker Project

Description: The IJIS Broker project is vital to public safety because it creates exchanges that allow a wide range of agencies to share real-time information quickly, securely and accurately. The IJIS Broker project, begun in 2005, is currently managed by the Department of Justice and includes participants from courts and corrections.

Primary exchanges being developed to share critical information among local and state justice agencies include: Arrest/Booking; Prosecutor Charging Decision; Pre-sentence Investigation; Sentencing Recommendation; Judgment Order; Notice of Hearing; Judgment Order; Petition to Revoke; Correctional Status Events

The Office of the State Public Defender was created after the initiation of the IJIS Broker project. However, OPD is a critical state-level participant in the criminal justice system. OPD's participation in the IJIS Broker project is critical to OPD's ability to receive and share information among and between the various agencies involved in the criminal justice system. Participation by OPD will require resources and funding to make the necessary modifications to JustWare in order to exchange information with other IJIS Broker participants.

The Montana Department of Justice is the lead agency on development of the IJIS Broker project. New Dawn Technologies, which provides the JustWare application software for county prosecutor offices and OPD, has been involved in the IJIS Broker project. New Dawn has not provided an estimate to develop prosecutor related information exchanges for JustWare to share with the IJIS Broker. Initially, most, if not all, of the prosecutor information exchange elements developed for exchange by JustWare (such as arrest/booking, pre-sentence and other notice and hearing information elements) constitute critical information that is needed by OPD in its own JustWare supported information system. Thus, OPD can piggyback on IJIS Broker supported exchanges at little or no additional costs. OPD should explore with the Departments of Justice and Corrections and the Supreme Court Administrator's Office the possibility of including any future costs of participation in the IJIS Broker in the annual federal grant application under the National Criminal History Records Program to the U.S. Department of Justice.

EPP Number:

Status: Delayed

Funding: Not Funded

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2010 IT plan and 2011 IT plan update.